

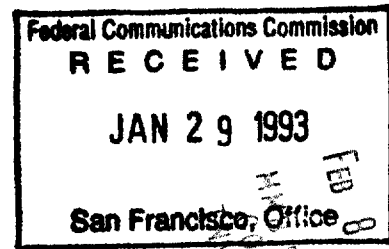
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FEB 05 1993

FCC MAIL ROOM

January 28, 1993
1760 Wilshire Drive
Aptos, California 95003



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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Federal Communications Commission
3777 Depot Row #420
Hayward, California 94545

Dear Commission;

I have received my current bill from TCI Cablevision of Santa Cruz County at: 106 Whispering Pines Drive
Scotts Valley, California 95066-4784

Rates have been increased by \$4 plus 12% for utility tax and franchise fee. The \$4 increase is for the second converter box in our home. That is \$4 per month, or approximately \$250 in five years. I rather doubt that the converter box is worth \$250 to begin with, plus they won't sell them to the user.

At one time we couldn't own our own phones, that has now changed.

I am therefore registering a complaint regarding the \$4 rental fee for the converter box and the price of \$250 per box. After 5 years of using the box the \$48 per year is absolutely profit for TCI Cablevision. Having been a resident of Aptos now for over 28 years and with all intents of remaining here for at least another 10 years I really object to this rental fee and hope that you will kindly answer my complaint. Also register my complaint in case if enough complaint come in then possibility there will be a change in

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**FEDERAL COMMUNICATIONS COMMISSION
FIELD OPERATIONS BUREAU
San Francisco Office
3777 Depot Road, Room 420
Hayward, CA 94545-2756
(510) 732-9046**

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

COPY

Date: 1/29/93

Janet Weaver
1760 Wilshire Drive
Aptos, CA 95003

TO SPEED OUR REPLY

Thank you for contacting the FCC San Francisco Office. We are using this informal way to send you a faster response. Please refer to the items checked below. Thank you for your understanding and cooperation.

☐ The enclosed information addresses the issues you raised. If you have any additional questions, please recontact the FCC San Francisco office at the address and telephone number listed at the top of this page.

☐ The enclosed information addresses the issues you raised. If you have any additional questions, please contact the following FCC office:

☒ We are sorry, but your inquiry cannot be handled directly by this office. Therefore, your letter has been forwarded to the FCC office responsible for matters of this kind. If you have additional questions or correspondence, please contact the FCC office checked below:

☒ FCC Mass Media Bureau
Enforcement Division
Complaints & Investigations
Washington, DC 20554
(202) 632-7048

☐ FCC Common Carrier Bureau
Enforcement Division
Informal Complaints Branch
Washington, DC 20554
(202) 632-7553

☐ Other:

Sincerely,

S. Marti-Volkoff
Engineer in Charge